



DELAWARE JUDICIARY ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules
and the Judicial Branch Personnel Rules)

Posting #AOC0901N18

DEPUTY STATE COURT ADMINISTRATOR -- INFORMATION SYSTEMS MANAGER

Opening Date: September 6, 2018

Closing Date: September 28, 2018

A Vacancy Exists

Salary: \$96,129.00 - \$123,432.00 per year Pay Grade 24*

Recruiting For: Administrative Office of the Courts, Judicial Information Center

Location: New Castle County **(Please check this location on your application)**

*Salary applicable for this position is based upon the qualifications of the individual applicant.

1. **Summary Statement:** The Information Systems Manager (ISM) is the senior executive for information technology within the Administrative Office of the Courts, Judicial Information Center (JIC) and reports directly to the State Court Administrator. The ISM provides direction, guidance, and management oversight of JIC which comprises a comprehensive operation including: 24 X 7 X 365 network operations, technology architecture and support, court facility technology support, project management, application systems acquisition, construction, and support, business analysis and work process support, information security and service desk support services. The ISM ensures sound departmental resource management, communication, teamwork and transparency. The ISM provides leadership and vision for developing and implementing information technology initiatives. The position identifies, formulates, recommends and directs approved strategic planning and the implementation of enterprise IT systems in support of all statewide court business operations. The ISM will spearhead the Judiciary's efforts to implement a high quality statewide e-filing system for both criminal and civil cases, and integrated case management system to enhance information sharing capabilities within the Judicial Branch and with our system partners. The position also directs the Judiciary's partnership with the University of Delaware's Lerner College of Business and Economics to improve the efficiency and effectiveness of court operations by applying proven private sector process improvement management techniques. This position is categorized as "confidential" under the Judicial Branch Personnel Rules which means that the employee will serve at the pleasure of the State Court Administrator.

Duties and Responsibilities:

1. Leads JIC's efforts to create a strategic, effective and productive work environment for the Delaware courts and the AOC through the efficient use of technology resources and personnel.
2. Provides oversight for the acquisition, construction, and maintenance of all court automated systems, including case management systems, administrative applications, office automation tools and systems, videoconferencing, audio-visual equipment, data services and telecommunications and technology hardware. Responsible for ensuring system vulnerabilities are identified and mitigated.
3. Provides advice, direction, staff services and recommendations to the Chief Justice, the State Court Administrator and the courts concerning the development of long-range court technology plans, policies, guidelines and procedures to assure the efficient and effective use of technology resources.
4. Works with the courts to ensure that the goals, objectives and operating procedures will be clear, transparent, understood and accepted.
5. Builds and promotes strong business relationships with AOC staff, the courts and justice partners. The ISM ensures technical resources, including staff, are managed efficiently and that technical solutions are implemented to meet the needs of the judicial branch.
6. Develops annual IT operating and major IT project budgets.
7. Oversees expenditure management in accordance with approved levels.
8. Oversees negotiations for IT vendor contracts, software licenses, maintenance agreements, other contractual services.
9. Provides direction in vendor research and management, and IT-related procurements
10. Ensures equipment and software applications are within budget and meet business requirements.
11. Ensures that technology services are provided in a timely manner and are of high quality and meet the business needs of the courts.
12. Oversees IT security.
13. Oversees continuity of operations planning and management.
14. Oversees IT incident response planning and management.
15. Participates with recruiting, hiring and appropriate training for IT staff.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of "not qualified." Resumes may not be substituted for the application.

Education and experience:

1. Bachelor's degree in business administration or management, project management, computer science, IT related engineering or other related field; and
2. Ten (10) years of hands on experience in IT and IT management, which must include five (5) years of experience at the senior management level; or
3. Fifteen (15) years of hands on experience in IT and IT management, which must include ten (10) years of experience at the senior management level.

Skills:

4. Comprehensive knowledge of IT planning, projects, operations, budgeting, and contract management.
5. Proven organization and team leadership skills.
6. Experience in information technology project management office operations which includes planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating, analyzing, and reporting on the status of IT projects.
7. Experience in budget management and control which includes managing a budget for the purpose of keeping expenditures within the limitations of available appropriations and available revenue and maintaining, monitoring, projecting, and controlling a budget within set policies and procedures.
8. Experience in developing and maintaining IT Strategic plans.
9. Experience in developing consensus as well as mediating diverse and opposing priorities.
10. Knowledge and understanding of IT frameworks for enterprise architecture, IT operations and governance and software development.
11. Problem solving skills and ability to negotiate solution and delivery time frames.
12. Ability to effectively delegate and support growth opportunities.
13. Ability to synthesize current and future staffing needs and associated skills to effectively allocate positions.

14. Effective oral and written communications skills.
15. Ability to communicate effectively with staff and all levels of customers.
16. Ability to establish a cooperative and team-oriented work environment.
17. Ability to communicate complex, technical information in a manner understandable to non-technical audiences
18. Ability to synthesize a large amount of information in a useful, succinct manner.
19. Experience managing an IT organization serving a community with diverse IT application needs.

Preferred Qualifications:

- Master's Degree from an accredited college or university in business administration or management, project management, computer science, IT related engineering or other related field.
- Knowledge of court operations and in particular, the Delaware Court System.
- Project Management Professional certification.
- IT management training and certification.
- IT security training and certification.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Benefits: To learn more about the comprehensive benefit package please visit the web-site at <http://ben.omb.delaware.gov/>.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either WORD or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@state.de.us (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:

Administrative Office of the Courts
New Castle County Courthouse
500 N. King Street, Suite 11600
Wilmington, DE 19801

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary –
An Equal Opportunity and Affirmative Action Employer**